

**PY 2004 Federal Reemployment Services Grant  
New York State Plan Program Narrative**

**Background:**

In August of 1998, UI Reform Legislation was signed into New York State law, which included a provision that a portion of the UI Tax paid by employers (.075%) be deposited into a special fund to support a Reemployment Services Program targeted to UI customers. This UI Reform legislation was supported by business and enacted with the goal of reducing the cost of doing business in New York by: (1) reducing the average length of time that claimants received UI benefits by assisting them in securing work earlier and (2) protecting the UI Trust Fund by insuring that all benefit customers meet the work search requirements under NYS law.

The availability of this dedicated state fund has allowed the New York State Department of Labor's Division of Employment Services (DoES) to implement a statewide UI Reemployment Services program. The State program shares the same goals/objectives and incorporates many of the recommended strategies/principles outlined in the federal Reemployment Services grant planning guidance, including the following:

- Integration of ES/UI services
- More Intensive or staff-assisted services
- Early Intervention Services
- Linkage with the One Stop system

As outlined below, the NYS UI Reemployment Program is designed to meet the overall program goals by focusing on two main service delivery strategies:

1. Insuring that 100% of the UI work test eligible claimants are provided a minimal level of Reemployment Services, and
2. Early intervention and coordination of more intensive level of reemployment assistance aimed at returning claimants to work as early as possible, thus also reducing the length of the claim period.

The following outlines more specifically the key components of the current design of the state funded UI Reemployment Service Program:

- Establishing and maintaining strong linkages between the Employment Service Operations and the UI Telephone Claims Centers (TCC) is a key element to New York's strategy. Shared access and linkages have been created and continue to be strengthened/improved.
- The TCC initial claims process now automatically generates a partial employment service registration in the NYS talent bank.

- A weekly download of valid original claims is available to each local office. Local DoES staff sends an appointment letter to all UI work test eligible claimants. This letter schedules them to report to the local employment service/One Stop office at a scheduled date/time (within 10 calendar days from the date of the letter) for an orientation to reemployment services.
- The initial orientation includes an explanation of the claimants UI work search requirements, information on the DoES and One Stop partner services available, and completion of the claimant's registration into the NYS talent bank including the assignment of appropriate occupational codes and skills, as well as job matching and referral to suitable job openings.
- The Employment Service in NYS is an essential part of the One Stop design. One of Division of Employment Service' (DoES) key roles within the One Stop system is responsibility for the UI work test and reemployment services for UI claimants. In fulfilling this role, DoES services are delivered as part of the One Stop System. The reemployment program will insure that participants are aware and take advantage of any and all services offered throughout the One Stop system, as appropriate. DoES works closely with partner programs to insure that participants are able to obtain appropriate/needed services to enhance job readiness. All participants are registered in the One Stop Operating System (OSOS) that is used to track all services and referrals. The One Stops will also coordinate with local veterans program staff to assure priority service to veterans.
- Following the Reemployment Services Orientation (RSO), all claimants are directed (strongly encouraged) to report to and register with the nearest One Stop Center location as an integral part of the claimant's ongoing job search efforts. Through the full integration of ES as a partner in the *Workforce New York* One Stop system, the array of services available to the UI Reemployment Services program customers are maximized including:
  - Workshops
  - Labor Market Information
  - Resume Preparation/Critiquing
  - Staff Assistance in use of Resource Room info/tools
  - Skills Assessment
  - Job Readiness Assistance
  - Development of Employability Plan
  - Job Matching
  - Job Development
  - Job Clubs
  - Referral to Supportive Services
  - Referral to Training

## **Proposed PY 2004 Plan for Federal Reemployment Services Grant:**

During PY 2002 and PY2003, New York consolidated the Federal Reemployment Services Allotment with the existing State funded UI Reemployment Fund in support of New York State's overall, statewide UI Reemployment Program efforts (as described above). Consolidating the federal Reemployment grant funds with the existing State program dollars allowed us to build on our successes and take advantage of economies of scale to maximize the effectiveness of New York's overall targeted early intervention UI Reemployment strategy. We plan to continue to operate a joint State/Federal Reemployment Services program in PY 2004.

The overall program goal is the delivery of early intervention service strategies aimed at assisting UI customers in returning to work as early in the claim period as possible. The basic program design in PY 2004 will continue as outlined in the previous background section.

PY 2004 Federal Reemployment dollars will support 20.5 FTE positions annually in addition to the positions supported annually from the \$35 million (legislative dollar cap on fund) of available state funded UI Reemployment Funds in NYS.

We continue to identify/implement program improvements, as appropriate. The following efforts will be continued during PY 2004:

- Early in PY 2003, we implemented a new supplemental weekly download called "Hot Appzs" for early identification of those new UI claimants that may have "demand job" skills based on the initial work history information taken by UI through the telephone or Internet claims process.
- During the fall/winter of 2004, we will be implementing a new version of the weekly download of new UI claimants and the Electronic Scheduling System (ESS) that is used to schedule and generate UI Reemployment Orientation letters to customers. The new version will incorporate a variety of enhancements, including: incorporation of the "Hot Appzs" supplemental info eliminating the need for a second, separate file; moving the system from a PC based to a server based platform; improved search/sort functions; elimination of program bugs; automation of archiving functions; etc.
- Significant Progress has been made on the development of a new Re-Employment Operating System (REOS). Phase I of REOS is scheduled to be implemented in March/April 2005. Phase I REOS implementation includes the following system enhancements/benefits:
  - A single user interface, integrating current multiple, independent software applications into one integrated system
  - A statewide, comprehensive database for UI Reemployment Services customers that tracks customer appointments, activities, services, and outcomes

- Automated system linkages providing up-to-date data from both the UI and ES (OSOS) systems thus minimizing duplicate data entry and maximizing data sharing
- REOS database integrated with ESS Scheduling/Letter Generation functions
- Automated weekly import of new customers into REOS (replaces time consuming ESS weekly download process)
- Advance search, sort, filter capabilities
- Elimination/replacement of outdated mainframe application

Timeline: PY 2004: July 1, 2004 – June 30, 2005. We do not anticipate any start-up issues. We have continued to operate the joint federal/state program in anticipation of the PY 2004 federal grant availability.